

Simulation of new policies for the baggage check in the security gates of the airports: the Logiscan case study

Original

Simulation of new policies for the baggage check in the security gates of the airports: the Logiscan case study / Perboli, Guido; Musso, S.; Perfetti, Francesca; Trapani, P.. - In: PROCEDIA: SOCIAL & BEHAVIORAL SCIENCES. - ISSN 1877-0428. - STAMPA. - 111:(2014), pp. 58-67. [10.1016/j.sbspro.2014.01.038]

Availability:

This version is available at: 11583/2508939 since: 2016-02-19T13:01:50Z

Publisher:

Elsevier Ltd.

Published

DOI:10.1016/j.sbspro.2014.01.038

Terms of use:

openAccess

This article is made available under terms and conditions as specified in the corresponding bibliographic description in the repository

Publisher copyright

(Article begins on next page)

EWGT2013 – 16th Meeting of the EURO Working Group on Transportation

Simulation of new policies for the baggage check in the security gates of the airports: the Logiscan case study

Guido Perboli ^{a,b,*}, Stefano Musso ^c, Francesca Perfetti ^a, Paolo Trapani ^c

^a DAUIN – Politecnico di Torino, Turin, Italy

^b CIRRELT, Montreal, Canada

^c BDS s.r.l., Turin, Italy

Abstract

In recent years, the trend to mix in the same airports legacy and low-cost companies is heavily affecting the airport operations, stressing the security checks in particular. In fact, low-cost companies force the airports to add additional and strict rules for the hand baggage allowance, with additional checks in the security gates, introducing delays for all the passengers, including the legacy ones. Moreover, recent changes to the rules for hand luggage allowance introduced by legacy airlines are forcing the airport operations management to think of new strategies to automate the entire security check process.

One of the most advanced systems presently available to speed up the security operations is Logiscan, developed by Datalogic e Logital in collaboration with the "Aeroporto Guglielmo Marconi di Bologna S.p.A.", the company managing the Bologna Airport. The system automates the operations of size and weight measures and allowance checks and, in conjunction with a redesign of the queuing system, aims to improve the overall system efficiency in terms of accuracy and efficiency.

In order to check the new overall system, the entire process has been modeled and analyzed by means of AirSIM, a simulation tool for airport operations based on the well-known OMNeT++ Discrete Event Simulator. AirSIM is an object-oriented simulator able to describe the behavior of different passenger types, as well as to incorporate the logic of different flow management policies. In this paper we will show both how AirSIM can be used to analyze and choose the different parameters of the new security system of an airport, and how the overall system performances can be enhanced.

© 2013 The Authors. Published by Elsevier Ltd.

Selection and/or peer-review under responsibility of Scientific Committee

Keywords: Airport operations; simulation.

* Corresponding author. Tel.: +39-011-0907097; fax: +39-011-0907099.

E-mail address: guido.perboli@polito.it

1. Introduction

In recent years, the trend to mix in the same airports legacy and low-cost companies is heavily affecting the airport operations, stressing the security checks in particular. In fact, low-cost companies force the airports to add additional and strict rules for the hand baggage allowance, with additional checks in the security gates, introducing delays for all the passengers, included the full-cost ones. Moreover, recent changes to the rules for hand luggage allowance introduced by legacy airline companies are forcing the airport operations management to think of new strategies to automate the entire security check process.

One of the most advanced systems presently available is Logiscan, developed by Datalogic e Logital in collaboration with the "Aeroporto Guglielmo Marconi di Bologna S.p.A.", the company managing the Bologna Airport (Datalogic, 2012). This system automates the operations of size and weight measures and allowance checks. This requires a redesign of the queuing system, in order to see the impact of the new policies on the service quality ensured by the airport, while aiming at the same time to improve the overall system. In 2013, the Logiscan machine has been awarded with the "Premio Nazionale per l'Innovazione", the award of the Italian Government for the projects involving innovative technologies.

The aim of this paper is twofold. First, we introduce AirSIM, a simulation tool for airport operations based on the well-known Omnet++ Discrete Event Simulator (Omnet++ consortium, 2012). AirSIM has been developed by the Optimization and Operations Research (ORO) group of the Politecnico di Torino in collaboration with BDS s.r.l., a consultancy company specialized in airport management. AirSIM is an object-oriented simulator able to describe the behavior of different passenger types, as well as to incorporate the logic of different flow management policies. Moreover, it can be interfaced with combinatorial optimization methods (exact and heuristics) able to inject in the simulation system optimized solutions of the different sub-processes. Second, the "Guglielmo Marconi" airport security check process has been modeled and analyzed by means of AirSIM.

From the point of view of airport operations, several papers are present in the literature which analyze the passengers flows and the overall operations in the airports, i.e. the sequence of check-in, baggage and security checks, boarding (see Edmunds et al., 2004; Pendergraft et al., 2004; Curcio et al., 2007; Guizzi et al., 2009; Schultz & Fricke, 2011). The major part of the papers analyzes the flows inside the airport, relaxing the description of the micro-operations of each subtask. Moreover, they do not perform a comparison of different queue policies, as well as the quality indicators of each subtask, and the security check in particular. Thus, this paper is, to our knowledge, the first to compare different baggage check policies while modeling the different decisions of the actors involved (passengers, security personnel managing the queues, manual/automatic baggage checks and security gates operations). Moreover, the behaviors of some of the actors, and the passengers in particular, are parameterized according to different service classes.

The paper is organized as follows. In Section 2 Logiscan as well as the entire security check system, with and without Logiscan, are presented. Section 3 is devoted to introduce the AirSIM simulation system and the model of the security system, while in Chapter 4 the simulation model implemented in AirSIM is validated. In the same chapter, the results of the simulation of the different policies (with and without Logiscan) for managing the security gates are presented.

2. Logiscan and the security check system

As mentioned before, the airport considered in this paper is the International Airport "Guglielmo Marconi" in Bologna, Italy (in the following Bologna Airport). After crossing the line of 5 million passengers, 32 airline companies (legacy and low cost) and with more than 70% of international traffic, Bologna Airport is expanding. The success and the development of the airport is due to the quality and functionality of the structure, characterized by high quality services (check-in area accessibility, check-in desks number, shops and baggage hall), and by the efficiency of the airport/town connections operated with different transportation vehicles (taxi,

car rental, buses). In 2011, it achieved the milestone of Integrated Management System under international regulations UNI EN ISO 9001:2008 (Quality), UNI EN ISO 14001 (Environment), OHSAS 18001:2007 (Occupational Health and Safety) and ENAC (the Italian Civil Aviation Authority) Regulations (ENAC, 2002: 2009). Moreover, the Bologna Airport is one of the airports in Europe mixing low cost and legacy passengers. Thus, the different needs of legacy and low cost air companies mixed in the same structure and the number of passengers makes the Bologna airport a good test site for new policies in the management of airport operations.

The security check is the portion of the passenger management process which is heavily affected by the mix of the different passenger types. In fact, low cost companies, and Ryanair in particular, impose additional restrictions on the baggage allowance, increasing de facto the queues at the security gates. In the major part of the airports, where low cost passengers are managed separately from the legacy ones, this is less critical. Moreover, Italian regulations in airport service quality impose to the airports tight limits to the length of the queues, as well as to the time spent in the waiting lines (Enac 2002; 2009). Then, the airport management is forced to find new automations and policies to make the overall system quality in the limits given by the regulations.

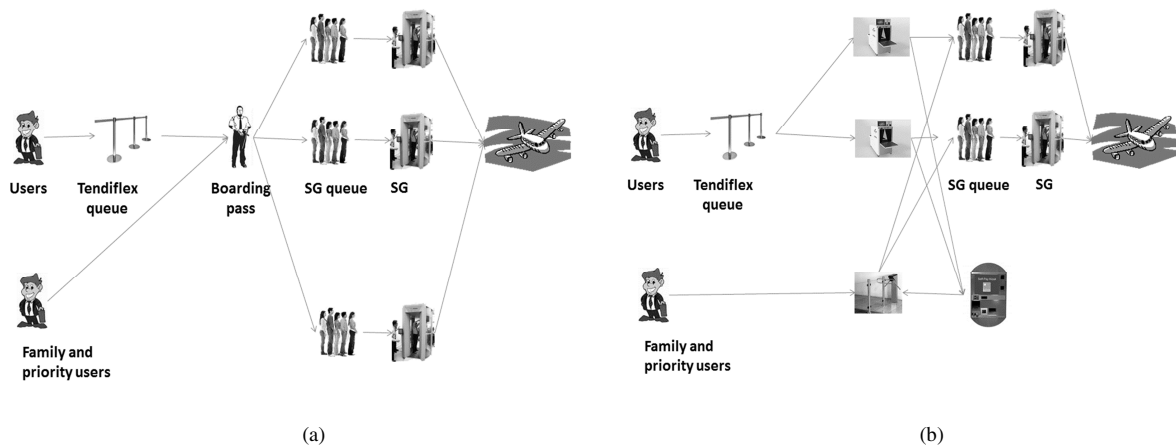


Fig. 1. Present security gates system (a) and the system with the Logiscan (b)

In this context, in the past year, SAB, the company managing the Bologna Airport, with Datalogic e Logital developed the Logiscan machine (Sgroppo & Lombardi, 2013). Logiscan is an automated machines located at the airport security control, in front of the x-ray security gates, to automatically carry out these procedures: check the boarding card through barcode 2D and other technology; verify the compliance of the cabin baggage in terms of weight and size (comparison with baggage allowances of other airlines); in case of excess cabin baggage, verify the payment and then allow the passenger to pass through the next x-ray security control.

In the following, we will describe the process “as is” and the process “to be”. The present security check process of the Bologna Airport is quite similar to the process of the majority of the International airports (see Figure 1(a) for a depiction). The passenger waits in a first queue managed by a Tendiflex system. Then a member of the security staff checks the boarding pass, eventually gather some information by a barcode reader and dispatches the passengers to one of the security gates. Each security gate has a buffer queue, usually sized from 3 to 6 passengers). Eventually some special lasses of passengers can be directly sent to the security gates skipping the Tendiflex (in the case of the Bologna airport priority passengers and families). When the low cost passengers do not have a dedicated terminal, the check of hand baggage allowance is done by the airline crew at the check-in and at the departure gate (this extra check has been introduced with the increasing number of web check-in).

Thus, it happens that the hand baggage of a passenger is rejected at the departure gate and the passenger must exit from the departure area, go back to the extra-pay desk and pass the security check a second time.

As mentioned before, Logiscan will automate the process of the boarding pass and the hand baggage checks. In this way the airlines can avoid the second check, speeding up the entire boarding process. The system after the introduction of Logiscan is represented in Figure 1(b). There is one Logiscan in line with every security gate. The security member is not necessary anymore, being the boarding pass check done directly by Logiscan. After the Tendiflex queue the passenger will approach the first Logiscan available (there is no buffer between Tendiflex and Logiscan). He puts his hand baggage in Logiscan with the boarding pass. If the boarding pass is valid and the hand baggage allowance rules of the specific airline are met, Logiscan gate opens, letting the passenger to approach the security gate. Otherwise, the baggage is rejected and he proceeds to a kiosk for paying the extra baggage. When the passenger is back, he can skip the Tendiflex by using an automatic gate. This gate is also used by the priority and the family passengers (their class is recognized by an automatic boarding pass reader).

3. AirSIM and the simulation model

AirSIM is a discrete event simulation environment specifically designed to reproduce airport operations. AirSIM is a joint project between the Operations Research and Optimization (ORO) group of the Politecnico di Torino and BDS s.r.l., a consultancy company leader in the airport management sector. The aim of AirSIM is to identify and describe the interactions between the main actors in an airport (passengers, airlines crew, security devices, check-in desks, etc.) and model the basic operations. AirSIM is based on the OMNeT++ simulation engine (OMNeT++ Consortium, 2012). Several simulation engines are available as commercial or academic products. The majority of the general purpose engines, as Arena, even presenting a large spectrum of applications and a user-friendly user interface, lacks of interoperability with other products, in particular from the point of view of the external code integration. On the other hand, software library engines have a larger flexibility, but require computer science skills. OMNeT++ is an academic project, which merges the possibility to access the simulation at the software library level with a user interface based on Eclipse. Moreover, differently from other academic projects, it has a large community worldwide developing additional modules, a commercial support, and interoperability with commercial and open source statistical packages, including SPSS, R and Octave. The core of AirSIM is a library specializing the simulation blocks, including passengers, different types of queues, check-in desks, and flow routers (implementation of different passengers' routing policies, security gates, and boarding gates). The library is fully integrated in the OMNeT++ interface in order to let a user with limited computer skills to model his system. Moreover, it integrates a series of statistical analysis tools specifically designed for the airport sector, and the Italian regulations in particular (Enac, 2002; 2009). AirSIM is integrated with other tools, including generic optimization software as Cplex Gurobi, and Xpress, as well as specific optimization software as AirCast, the DSS for passenger flows developed by ORO (Benedetti et al., 2012; Perboli et al., 2011). AirSIM, exploiting the modularity of OMNeT++, defines a series of pre-built modules which describe the behavior of different actors of an airport (passengers, security staff, etc.), as well as specific machines and features (security gates, check-in, POS payments, manual and automatic baggage allowance, boarding gates, etc.), letting the user to easily define his specific case study. Moreover, a series of empirical distributions for different operations in an airport, derived from real data surveyed by BDS s.r.l., are integrated.

In the following paragraphs a description of the simulation model of the security system of the Bologna Airport is presented. The simulation considers the following basic blocks (see Figure 1):

- *Passengers*. They are the users of the system and they are characterized by passenger type, number of users to generate, distribution of arrival, time of the first passenger arrival. The passenger type is used by the other blocks to characterize some parameters, including their service times.

- *Security line*. In the case of the system in use, it is made by a capacitated queue connected to the security gate, while in the system with Logiscan it is made by one Logiscan machine, the capacitated queue and the security gate. The security line has a logic which automatically sends a message to the Tendiflex queue or to the automatic access gate queue in order to ask a new passenger. By default, the security line gives priority to the automatic access gate.
- *Tendiflex queue*. It is a queue without capacity characterized by a passenger management policy. The queue is passive, i.e., a passenger can leave the queue if and only if there is at least a security line after the queue and one of the security gates is empty or it completed the security checks. The policies can be passenger type dependent or global. The main policies are implemented, including:
 - Stochastic interaction with the security gates. The next security gate is randomly chosen by the user between the gates which have a residual capacity in their queue.
 - Proportional stochastic interaction with the security gates. The next security gate is randomly chosen by the user between the gates with non-zero residual capacity in their queue according to a probability which is proportional to their residual capacity.
 - Best allocation. The security gate chosen by the passenger is the one with the highest residual capacity
 - Priority passengers. Some types of passengers are redirected towards specific reserved security gates.
- *Boarding pass check*. This module is present only in the system without Logiscan. It is a server with a service time which is equal for all the passenger types.
- *Extra-bag payment*. This module models the payment of an extra-bag due to the rejection by Logiscan. The system is a multi-server with infinite capacity and service time independent on the passenger type.
- *Automatic access gate*. It is the gate used by specific passenger types (family and priority) and the passengers coming from the extra-bag payment. The gate is a passive queue waiting a signal from one of the security lines to send out another passenger.
- *Logiscan*. It is modeled as a server with one service time distribution for each passenger type. When it finishes in managing a passenger, and if there is room in the queue between Logiscan and the security gate, it enables the signal to the Tendiflex or the automatic gate queues in order to send out an additional passenger. Moreover, it has an hand baggage rejection probability which is passenger type dependent.
- *Security queue*. It is a passive queue introducing a delay on the passenger operations due to the process of preparing the different items for the security checks (e.g. open the hand-baggage in order to put the laptop in a different box). The queue waits a signal from its security gate for sending a passenger to the security gate.
- *Security gate*. It is modeled as a server with one service time distribution for each passenger type. When it finishes in managing a user, it gives the signal to the Tendiflex or the automatic gate queues to send an additional passenger and takes a user from the security queue.

4. Simulation model verification and validation

In this section we analyze the results of the system with and without the Logiscan. We first describe how the data for the simulation have been extracted and the model without the Logiscan validated by a series of tests. Then, we compare the results of the security check system with and without the Logiscan, presenting the advantages and disadvantages of Logiscan usage.

4.1. Testing environment

In order to test the system, some parameters had to be calibrated. In particular, we had to choose the specific test instances to use as test sets, to identify the unknown parameters and to determine them in order to build realistic instances. The following assumptions and parameters have been considered:

- *Simulation time T .* We considered simulations equivalent to one hour of real time. This is due to the fact that the available data about the airport schedules and the passengers arrival times at the airport have a granularity of fifteen minutes, while the schedules of the number of the opened security gates one hour. Moreover, from the point of view of passenger number, a simulation of one hour gives a good indication of the behavior of the system.
- *Passengers types.* The passengers are split in three main types: legacy, low cost and family. For each type of passenger, we identified the number of passengers as follows:
 - Airport schedule: full schedule list of one week in June, including airline and aircraft type;
 - Aircrafts loading factor: computed from the airline type (legacy, low cost, charter) and the ticketing data given by the Bologna airport;
 - Given the above mentioned data and using the empirical distribution of the time in which the passenger of each airline type arrives at the security gates (data taken from a previous analysis by the Bologna airport and BDS s.r.l.), we computed the number of passenger per airline type for each working hour of the security gates.
- *Weekly distribution of passengers arrival.* Given the number of passengers per hour, the weekly schedule of the security gates was categorized as high, medium and low passenger congestion (see Figure 2). Given the number of passengers per hour i and per passenger type j p_{ij} , the passengers have been assumed to enter in the system with an exponential distribution with parameter equal to the mean inter-arrival time T/p_{ij} .
- *Passenger scenario distributions.* We considered three reference hours taken from the weekly distribution of passengers arrival: heavy (black), mean (gray) and low (light grey) traffic.
- *Number of open security gates.* The number of gates was derived from the weekly schedule provided by the Bologna airport.
- *Security queue capacity.* The queues before the security gates have fixed capacity. All the queues have the same capacity.
- *Path connecting the Logiscan machines and the Extra-bag payment.* The path introduces a delay modeled as a triangular distribution. The parameters of this distribution have been obtained by tests performed at the Bologna Airport.
- *Logiscan service time.* The service time is a triangular distribution. The mean has been provided by Logital, while the remaining two parameters are the result of the calibration described later.
- *Logiscan rejection probability.* The probability of rejection for each passenger type has been provided by data on a similar system installed in the Stansted airport. In particular, the data provided are for the transient (inexperienced passengers, up to 6 months from the introduction of the system) and running (passengers after 6 months from the introduction) conditions.
- *Security gate service time.* The service time is a triangular distribution. The mean has been provided by the Bologna airport, while the remaining two parameters are the result of the calibration described later.
- *Initial passengers in the system.* The system is supposed to have, at the beginning of the simulation, a number of passengers already present in the system. They are computed as the mean number of

passengers observed in the actual system. These data have been collected by BDS s.r.l. during the periodic Italian Service Charter data collection (SAB, 2012).

- *Number of experiment repetitions.* For each combination of traffic scenario and Logiscan rejection probability condition (transient and running), we performed a set of 10 random repetitions.
- *Tendiflex queue policy.* The policy is the best allocation. We also performed tests with the proportional stochastic policy, but we did not observe substantial differences.

4.2. Parameters tuning and model validation

In order to validate the overall system and to tune up the parameters of the triangular distributions, we performed a series of tests in order to fit the real system behavior. In more details, we proceeded as follows:

- Following the rules by the Italian regulation in APT-12 and APT-31 (Enac, 2002; 2009), BDS s.r.l. performed a series of observations and computed the mean number of passengers in the system and the time of presence of the passengers in the security check system computed with a confidence interval of 90% for a set of 12 reference hours, equally distributed between high, medium and low traffic.
- The simulation model without Logiscan has been tested with different values of the lower and upper limits of the triangular distributions up we obtained a mean number of passengers and a presence time fitting the experimental data (error less than 10% in the worst case).
- The model with the best parameter settings has been used for the simulations with Logiscan.

Day/Time	4.00	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00
	5.00	6.00	7.00	8.00	9.00	10.00	11.00	12.00	13.00	14.00
Mon										
Tue										
Wed										
Thu										
Fri										
Sat										
Sun										

Day/Time	14.00	15.00	16.00	17.00	18.00	19.00	20.00	21.00	22.00
	15.00	16.00	17.00	18.00	19.00	20.00	21.00	22.00	23.00
Mon									
Tue									
Wed									
Thu									
Fri									
Sat									
Sun									



Fig. 2. Weekly distribution of passenger arrivals at the security check system

4.3. System simulation and analysis of the results

In what follows we analyze the results of the simulations of the different policies. Figure 3 presents the plot of the values of the mean time spent in the system by a passenger computed with a confidence level of 90%. According to the Italian Service Chart regulations APT-12 and APT-31 (Enac, 2002; 2009), the time spent by a passenger in the security check system is computed as the time between the arrival of the passenger in the Tendiflex queue and the time just before passing through the security gate. Thus, the security gate service time of each passenger is not considered in computing his time in the system (while it considers the service time of the passengers before him in the security queue). We decided to use this computation framework in order to make the results comparable with the existing and the past Service Chart data (SAB, 2012).

We can notice an initial consistent increment of the time spent in the system given by the initial unawareness by the passengers of the rules. In fact data collected by low cost airlines show how manual checks of hand-baggage imply a tolerance in the allowance rules which reduce up to 50% the rejected hand bags. This is mainly due to a larger tolerance on the weight, as well as the possibility that the crew members allow hand bags with a limited violation of the rules when the check is performed at the departure gate, in order to avoid that the passenger may miss his flight. On the contrary, in running conditions the parallelism introduced by the presence of automatic machines for reading the boarding pass, instead of having one employee before the security gates queue, not only compensated the time required by Logiscan to measure the size and the weight of the baggage (it is between 4 and 5 times the time for manually reading a boarding pass), but it is able to drastically reduce the time spent in the queues during the rush hour, with a mean reduction of about 50%. This compensates the slight increase of time in low traffic.

Also the number of passengers queuing (mean and maximum number) is reduced with the introduction of Logiscan (see Figure 4(a) and 4(b), respectively). In particular, the reduction of passengers is meaningful from a statistical point of view in the high traffic scenarios, with a reduction of about 50% in terms of passengers in the queues, while it is almost irrelevant in the medium and low traffic scenarios. This becomes more important by observing that the largest reduction is obtained in the peak values.

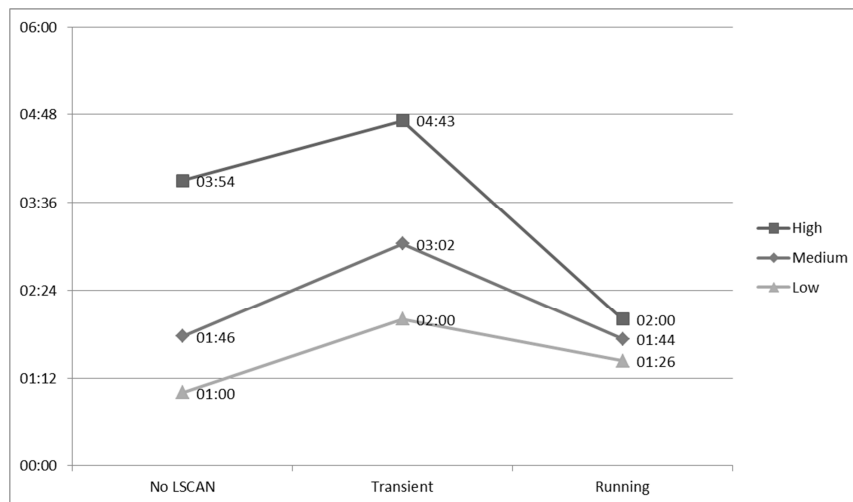


Fig. 3. Mean time in the system (confidence level 90%)

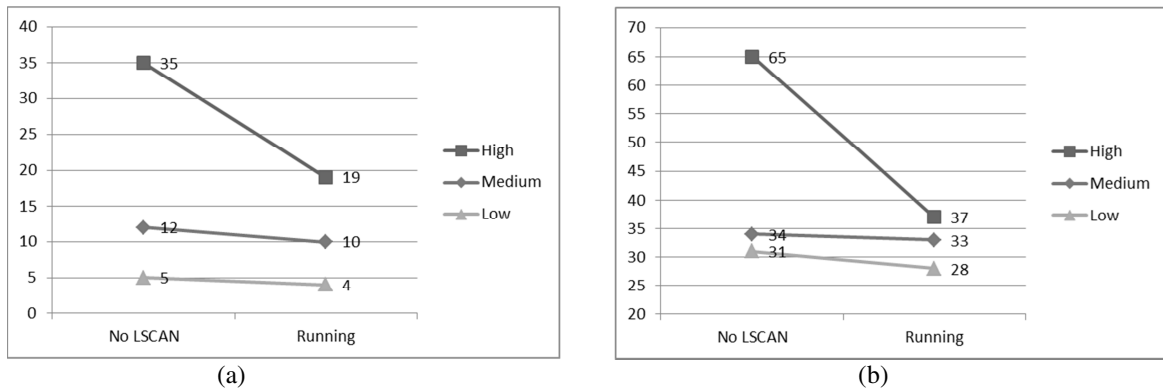


Fig. 4. Mean and max number of passengers in queue in the security system

5. Conclusions and future developments

In this paper we briefly presented AirSIM, a simulation engine for Airport operations able to describe different operations scenarios. AirSIM has been tested in a real case study in the Bologna airport, based on the introduction of Logiscan, a machine for the automation of a series of the operations before the security gates. The results of the simulations show a large increase in service quality both in terms of reduction of the time spent by the passengers in the overall security check system and reduction of the number of passengers waiting in the different queues. Future developments include the integration of AirSIM with a timetabling tool able to change the security gates open during the week days, in order to reduce the number of employees involved in the security check while maintaining the same service quality level. An additional research direction is given by a multistage stochastic programming approach, which involve sequences of decisions over time, are usually hard to solve in realistically sized problems (Maggioni et al., 2013; Maggioni & Wallace, 2012).

Acknowledgements

Partial funding was provided by the Ministero dell'Istruzione, Università e Ricerca - MIUR (Italian Ministry of University and Research), under the 2009 PRIN Project "Methods and Algorithms for the Logistics Optimization" by the Natural Sciences and Engineering Council of Canada (NSERC), and the Fonds québécois de la recherche sur la nature et les technologies. The authors want to thank "Aeroporto Guglielmo Marconi di Bologna S.p.A." for the invaluable support for the development of this research project. In 2013, the Logiscan machine has been awarded with the "Premio Nazionale per l'Innovazione", the award of the Italian Government for the projects involving innovative technologies.

References

- Benedetti G., Gobbato L., Perboli G., & Perfetti F. (2012). The Cagliari Airport impact on Sardinia tourism: a Logit-based analysis. *Procedia: Social & Behavioral Sciences*, 54, 1010-1018.
- Curcio D., Longo F., Mirabelli G., & Pappoff E. (2007). Passengers' flow analysis and security issues in airport terminals using modeling & simulation. In: I. Zelinka, Z. Oplatková, A. Orsoni (eds.). *Proceedings 21st European Conference on Modelling and Simulation* (pp. 374-379). Prague: ECSM-SCS.
- Datalogic (2012). Automatic check of hand luggage at Guglielmo Marconi airport. *Proceedings of QUID 2012*, Milan, Italy.
- Edmunds T., Sholl P., Yao Y., Gansemer J., Cantwell E., Prosnitz D., Rosenberg P., & Norton G. (2004). *Simulation Analysis of Inspections of International Travelers at Los Angeles International Airport for US-VISIT*. Springfield: Lawrence Livermore National Laboratory.

- ENAC (2002). *Service quality in air transportation*. Regulation APT-12.
- ENAC (2009). *Continual improvement process in airport services*. Regulation APT-31.
- Guizzi G., Murino T., & Romani E. (2009). A discrete event simulation to model passenger flow in the airport terminal. In N. Mastorakis, M. Demiralp, I. Rudas, C. A. Bulucea, & L. Rogozea (Eds.). *Mathematical Methods and Applied Computing* (pp. 427-434). Stevens Point: WSEAS.
- Maggioni F., Allevi E., & Bertocchi M.(2013). Bounds in Multistage Linear Stochastic Programming. *Journal of Optimization Theory and Applications*, forthcoming, 1-30, DOI 10.1007/s10957-013-0450-1.
- Maggioni F., & Wallace S. (2012). Analyzing the quality of the expected value solution in stochastic programming. *Annals of Operations Research*, 200, 37-54.
- OMNeT++ Consortium (2012). *OMNeT++ 4.2 User Manual*.
- Pendergraft D. R., Robertson C. V., & Shrader S. (2004). Simulation of an airport passenger security system. *Proceedings of the 2004 Winter Simulation Conference*, 874-878, doi: 10.1109/WSC.2004.1371402.
- Perboli G., Ghirardi M., Gobbato L., & Benedetti G. (2011). A DSS for business decisions in air transportation: a case study. In: *Intelligent Systems Design and Applications (ISDA), 2011 11th International Conference* (pp. 766-771). IEEE.
- SAB - Aeroporto di Bologna S.p.a. (2012). *Service Charter 2012*. http://www.bologna-airport.it/System/1902/CartaServizi_2012_2_1.pdf.
- Schultz M., & Fricke H. (2011). Managing Passenger Handling at Airport Terminals. *Ninth USA/Europe Air Traffic Management Research and Development Seminar (ATM2011)*, Napa, CA, USA.
- Sgroppo P., & Lombardi S (2013). Logiscan hand bag-check project. *Passenger Terminal EXPO 2013*. Geneva Switzerland.